

# Webinar Portal Technical Support Guide

---

Detailed setup, access, and troubleshooting support for live and on-demand webinar participation

## Table of Contents

1. Before You Begin
2. Browser Support & Cookie Settings
3. Accessing the Portal and Joining a Webinar
4. Platform-Specific Instructions
5. Survey, PDF, and Common Technical Issues
6. Reconnection & Resume Policies
7. My Dashboard
8. Continuing Education Workflow Support
9. Additional Help

## 1. Before You Begin

Before participating in a live or on-demand webinar, review the webinar detail page carefully so you know what platform is being used, what technology is required, and whether the session will open in your browser, a desktop application, or a media player.

**Before you begin:** Use the same computer or device you plan to attend on when installing apps, running test tools, or checking your audio settings.

- Check the webinar's Format section to confirm which hosting platform is being used.
- Ensure your computer or device supports that platform.
- Install any required desktop application in advance.
- Test your audio output, such as speakers or a headset, before the webinar starts.
- Use a stable internet connection.
- Keep the registration or launch page open until you have fully entered the webinar and completed any required follow-up steps.

Some platforms require a desktop application. Others can be accessed directly through your browser. On-demand YouTube videos can usually be viewed without installing special software, while some older downloadable webinar formats may require a separate media player.

## 2. Browser Support & Cookie Settings

The Webinar Portal is best viewed using a current modern desktop browser. Internet Explorer is not supported. Mobile access may work for some webinars, but a desktop or laptop computer is recommended for the most reliable experience.

**Important:** Browser compatibility and device support can affect registration, survey completion, PDF viewing, and webinar launch behavior.

## Supported browsers

The source material identifies modern HTML5- and CSS3-compliant browsers such as Firefox 114+, Chrome 114+, Edge 114+, Safari 15+, and Opera 102+ as supported examples. Because browser versions change over time, participants should use an up-to-date desktop browser whenever possible.

You can test browser compatibility using [HTML5 Test](#) and [CSS3 Test](#) if needed.

## Cookies and session settings

The Webinar Portal uses client-side cookies to pass session information between forms used for registration, surveys, and webinar viewing. If information does not carry from one form to the next, review your browser settings and make sure cookies are allowed for the portal website.

- If a form does not carry your information forward, refresh the page and try again.
- Confirm that your browser is not blocking cookies for the portal.
- Try another supported desktop browser if the issue continues.

# 3. Accessing the Portal and Joining a Webinar

## How to join a webinar

1. Open Live Webinars or On-Demand Webinars in the portal.
2. Select the webinar title to open its detail page.
3. Choose Join for a live webinar or View for an on-demand webinar.
4. Complete the registration form and submit it.
5. Complete any survey shown before the session.
6. After the survey, wait for the page to redirect you to the webinar host platform.

## If the host has not started yet

Some platforms will show a waiting screen until the host starts the session. If you see a message telling you to wait, do not close the webinar unless you are sure the event has been canceled or you need to reconnect.

# 4. Platform-Specific Instructions

## Microsoft Teams

After registering, you may be asked whether to open the meeting in the Teams app or in your browser. Select the web option if you want to join in a browser.

Enter your name and or email if requested. No special Teams login is required unless the webinar page states otherwise.

If the host has not started the meeting, you will see a waiting screen.

Audio will typically play through your device speakers or headset. If dial-in audio is available, details will appear on the webinar page.

If you experience browser issues, consider installing the [Teams desktop app](#) before the webinar.

## Adobe Connect

After registering, you may be prompted to enter your name again as a guest after leaving the portal.

Two join options may be available: Open in Browser or Open in Application.

Open in Browser does not require a plugin and can open directly in recent Firefox, Chrome, Edge, and Safari browsers.

Open in Application is often recommended for the most stable experience and may require Adobe Connect application version 11.9.980.387 or higher.

Run the [Adobe Connect Diagnostic Test Tool](#) before the webinar when possible to verify system compatibility, network readiness, and audio configuration.

If you plan to use the application, [download Adobe Connect here](#).

Mobile users must install the Adobe Connect mobile app from the [Apple App Store](#) or [Google Play Store](#).

- If phone audio is offered, the number usually appears after you join.
- If you have speaker or microphone issues on Windows, review the audio troubleshooting steps below.

## Zoom

After portal registration, Zoom may prompt you to download and run the Zoom launcher or app.

If Zoom is not installed, a launcher file may download automatically. Install it and follow the prompts.

Enter your full name and email when requested.

No special Zoom login is required unless the webinar page states otherwise.

If the host has not started the meeting, you will see a waiting screen.

Audio usually plays through your speakers or headset. Dial-in details, if available, are listed on the webinar page.

Join a [test Zoom meeting](#) in advance if this is your first Zoom webinar.

Use [Zoom support resources](#) if you need additional setup help, including [how to join a Zoom meeting or webinar](#).

## AT&T Connect

Windows users should install the [AT&T Participant application](#) at least 24 hours before the webinar on the same computer they plan to attend with. The original user guide is available [here](#).

If issues arise during setup, the source instructions list support at 1-888-796-6118.

If a Windows user joins through a browser instead of the AT&T Participant application, audio must be accessed by telephone because computer audio is not supported in that browser option.

Mac users must join through the browser option and should not use the AT&T Participant software for Mac for large event webinars.

Smartphone and tablet users must also join through a mobile web browser and access audio by phone. AT&T mobile participant apps are not supported for these large event webinars.

## **GoTo Webinar / GoTo Meeting**

After registering through the portal, you may be redirected to complete GoTo registration separately.

Enter your first name, last name, and email if prompted.

Audio typically plays through your speakers or headset, and phone dial-in information may be shown after registration.

Users are encouraged to [test their system before the webinar](#) if this is their first GoTo session.

## **Cisco WebEx**

Use the webinar detail page and the [WebEx how-to instructions](#) to complete entry.

WebEx sessions may include webinar-specific instructions depending on how the event host configured the session.

## **Portable media files and older on-demand formats**

Some on-demand webinars may be provided as downloadable media files such as .mp4, .avi, .mov, .flv, or .wmv.

You may need a media player such as Windows Media Player, QuickTime Player, RealPlayer, or another compatible application to view them.

On Macs, .wmv playback may require additional third-party software or file conversion. The original FAQ references [Switch](#) as one example of a compatible third-party option.

Some older browsers may require a media plugin for legacy file types.

Streaming file types may begin playing while downloading, while .mp4 and .avi files may fully or partially download before playback depending on your browser and connection speed.

## **YouTube**

(no special software is needed)

## **Audio troubleshooting for Adobe Connect on Windows**

- 1.** Open Sound settings from the Windows search bar.
- 2.** Select Sound Control Panel under Related settings.
- 3.** Open the Playback tab, choose your active speaker device, and select Properties.
- 4.** Open the Advanced tab and clear the top Exclusive Mode checkbox. The second box may clear automatically.
- 5.** Select Apply, then OK.

6. Repeat the same process for your microphone under the Recording tab if needed.

## 5. Survey, PDF, and Common Technical Issues

### “Next” button does not appear after a survey

After completing a satisfaction survey, some users may see a Thank You page but no Next button. The source material identifies this as a browser-related issue. Internet Explorer is not supported by the Webinar Portal; use the shortcuts below only for currently supported browsers.

**Tip:** Try the keyboard shortcut for your operating system and browser to move forward when the Next button is not visible.

- Windows: Chrome or Safari - press Alt + N.
- Windows: Firefox - press Alt + Shift + N.
- Mac: Firefox, Chrome, or Safari - press Control + Alt + N.

### PDF viewing issues

Some portal PDFs may be fillable, digitally signed, or otherwise not fully supported by an in-browser PDF viewer. If you see a message such as “Please wait...” or “The document requires Adobe Reader 8 or higher,” your browser may be unable to render the file correctly inside the browser window.

- Option 1: Download the PDF and open it using [Adobe Reader](#) or another desktop PDF application. Do not reopen the downloaded file in your browser.
- Option 2: Change your browser settings so PDFs download instead of opening automatically in the browser.

Firefox may handle some portal PDFs better than other browsers, but downloading the PDF and opening it in a desktop PDF viewer is generally the most reliable approach for non-standard PDF files.

### Firefox settings

1. Open the Firefox menu and choose Settings.
2. Under General, scroll to Applications.
3. Find Portable Document Format (PDF).
4. Set the action to Always Ask or Save File.

### Chrome settings

1. Open the Chrome menu and choose Settings.
2. Go to Privacy and Security > Site Settings.
3. Open Additional content settings > PDF documents.
4. Turn on Download PDF files instead of automatically opening them in Chrome.
5. When the PDF downloads, open it with your system PDF viewer rather than in the browser.

### Edge settings

1. Make sure a desktop PDF application is installed and set as the default PDF viewer.

2. Open the Edge menu and choose Settings.
3. Go to Cookies and Site Permissions > PDF Documents.
4. Turn on Always download PDF files.

### General troubleshooting checklist

- Refresh the webinar page and try again.
- Switch to a supported desktop browser.
- Enable cookies for the portal.
- Install or update the required webinar app ahead of time.
- Check whether audio should come through your computer or through a dial-in phone number.
- Use the webinar detail page to confirm the platform and any dial-in information.

## 6. Reconnection & Resume Policies

If you are disconnected during a webinar, you may be able to resume the session from the original webinar page or from My Dashboard under the list of webinars you started but did not complete. Resume access for incomplete webinars generally expires 2 hours after the scheduled end time. After that, the webinar may still appear in dashboard history as attempted or abandoned, but it is no longer resumable.

- Try rejoining from the original webinar page if the browser window is still open.
- Or open My Dashboard from the portal homepage and use the rejoin link from the webinar list.

**Important:** Access to resume an incomplete webinar expires 2 hours after the scheduled end time. After that window, the webinar is considered abandoned and cannot be resumed.

## 7. My Dashboard

### How to access it

Use the My Dashboard link or the red button in the upper-left area of the portal homepage. The Dashboard only appears if you registered for a webinar in your current browser recently, generally within about the last month.

If the Dashboard link does not appear, registering for another webinar in that browser may restore access.

### What you can do in My Dashboard

- Resume webinars you started but did not complete before the 2-hour resume window expires.
- View webinars you completed.
- Review webinars you attempted but abandoned.
- Manage portal subscription preferences.

## Subscription preferences

You may be asked to verify your profile using your last name, email, and zip code. If your profile is already cached in the browser, that verification step may be skipped.

To use a different email address, subscribe separately with that address. To change your email address, unsubscribe the current one and subscribe again with the new address.

## 8. Continuing Education Workflow Support

These steps can affect successful webinar completion and CE credit processing for eligible webinars.

1. Register individually using current, accurate information.
2. Complete any required pre-survey before the webinar begins.
3. Join the host platform using your full name and email if prompted.
4. Attend the live webinar or watch the on-demand webinar in full.
5. Complete any satisfaction survey and quiz after the session, and pass the quiz if one is required. Retakes are allowed when stated.
6. Submit the CE or CEU form with the required license or ID information and certify full participation.

Some webinars may require you to keep the launch page open until redirected to the post-webinar survey or quiz.

Certificates are emailed only after all required steps are successfully completed.

For questions about CE credit or certificate processing, use the CE support contact listed on the webinar page or related CE materials when available.

## 9. Additional Help

Webinar suggestions: contact Leslie Boby at [lboby@sref.info](mailto:lboby@sref.info).

Hosting or sharing a webinar: contact [comments@sref.info](mailto:comments@sref.info).

Can I add a webinar to the portal? Contact [comments@sref.info](mailto:comments@sref.info) if you would like to suggest a webinar, propose a series, or ask about hosting/share options and portal fit.

Some older platform and media-player instructions apply only to legacy webinar formats. Use those steps only if the webinar page identifies one of those formats.